



Operations Manager

Job Title: Operations Manager

Employer: Holy Trinity PCC

Work base: Holy Trinity Church, Clapham Common Northside, London, SW4 0QZ and Trinity House Clapham, 31-33 Bromell's Rd, Clapham, SW4 0BN (staff offices)

Hours: FT

Reports to: Associate Minister (Operations and Development)

Team: Operations

Background

Our vision at Holy Trinity Clapham is to see **every life bearing fruit for Jesus**. We want to see this happen through trusting Jesus, transforming lives and growing the church. We have four Sunday services with an average Sunday attendance of 420 adults and 100 children.

Holy Trinity Clapham is a vibrant Anglican church on Clapham Common that has an inspiring past and an exciting future. In 2012, a church graft from HTB led by Jago and Susannah Wynne joined the existing congregation of Holy Trinity Clapham. Over the last few years we have seen significant growth and we are keen to build on this and support others in the Diocese as a Resource Church and through church planting.

Purpose of this role

This post is at the heart of our vision to see **every life bearing fruit for Jesus**. This role will take responsibility for managing the operational aspects of church life working as a key part of the Operations team to ensure that areas under their responsibility support our growth and new strategic initiatives. As we become a resource church and look to plant, we require an individual who will pro-actively support the Associate Minister (Operations and Development) as we turn faith and vision into action.

Responsibilities

1. Key project management

- Oversight of the operations of our annual Church Weekend and Focus.
- Oversight of the operations of other projects and events- e.g. PCC days.
- Manage operational aspects of the internship scheme.
- Work with the Associate Minister (Operations and Development) as a key lead on all Christmas and Easter operations.

2. Data management

- Oversight of the church data management system (ChurchApp) and responsibility for ensuring all areas of ChurchApp are kept up to date and reviewed.
- Oversight of all ChurchApp reporting using the in-built reporting structure to help teams stay informed and connected with data.
- Working closely with the Connections and Discipleship Manager, to maximise the efficacy of ChurchApp and extend its reach and use across all our congregations.

- Create and run a structured ChurchApp training programme for different level users.
- Ensure that all our data management complies with Data Protection guidelines.

3. Administrative management

- Oversight of our current office systems and processes including leading on a full 360 systems review.
- Oversight and implementation of new administrative systems and processes where appropriate.
- Understand administration as a key spiritual gift and lead on recognising and encouraging this gift in others both staff and volunteers.
- Lead on sustaining a vision-filled, solution-focused and gracious office culture.
- Work with the IT Manager to ensure that all staff are fully networked and that digital files are kept up to date and accessible.
- Alongside other staff based at Trinity House, handle day to day enquiries from volunteers, church members and the public.

4. Bookings management

- Oversight of every aspect of the bookings process including a full review of our bookings strategy, policies and procedures.
- Regular reporting on all aspects of bookings.
- Work closely with the Buildings & IT Manager and Caretaker, to review and maintain agreed levels of service for both sites in regard to hospitality, security and cleaning for different users.

5. Governance support

- Provide support to the PCC Secretary specifically reviewing where IT and administrative systems could further support the work of the PCC and the annual reporting process.

6. Other administration

- Where needed, provide support to the Associate Minister (Operations and Development) on discreet projects.

Essential character qualities

- You have a vibrant and deepening relationship with Jesus Christ, resourced from a personal discipline of prayer and God's Word and empowered by God's Spirit, which results in a desire in you to influence the world around you for Jesus.
- You have a heart and passion for the worship of Jesus Christ, both in your own life and in other people's lives.

Essential and Desirable skills

Essential

- Educated to degree level
- Excellent organisational skills with experience of overseeing and running multiple projects
- Experience of leading system reviews and implementing solutions
- Excellent IT skills (Microsoft Office: Outlook, Word, Excel and Powerpoint) with experience of using technology to maximise efficiency and drive forward processes
- Very strong interpersonal skills with experience of working and leading within a team framework.
- Innovative, pro-active and flexible
- Attention to detail
- Excellent communication skills, both written and verbal
- Discretion and sensitivity

- Humility and servant-heartedness; the ability to follow as well as lead

Desirable

- Previous experience of working within a large church environment with a working knowledge of Anglican church practices.
- PRINCE 2 certification

Additional Details and Requirements

It is a Genuine Occupational Requirement (GOR) of the post that the post holder will be a Christian in full sympathy with the aims and ethos of Holy Trinity Clapham's purpose and mission. Your personal spiritual growth and renewal is important and we will endeavour to support this including facilitating your ability to attend conferences and other events that will deepen your discipleship.

You will have five weeks holiday (plus bank holidays).

There will be occasional non-core hour work for which time off in lieu is given.

There is a 6 month probationary period for this post.

Salary: £23-26k per annum plus 5% pension contribution